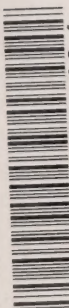


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# GO HAS TO GROW

JANUARY 1 TO DECEMBER 31 • 2000







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## GO HAS TO GROW

JANUARY 1 TO DECEMBER 31 • 2000

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*A footnote in history: On September 27, 2001, as this report went to press, the Province of Ontario announced that it will take back responsibility for GO Transit from the municipalities. The status quo in the year 2000 is highlighted in this review.*

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## MANAGING THE GROWTH

GO Transit's success is evident in the number of people attracted to the system.

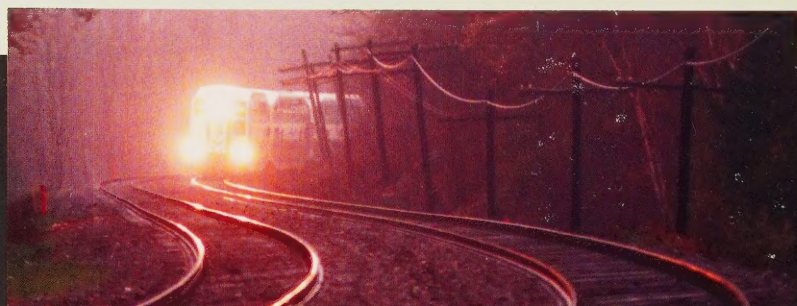
Commuters continue to get on the GO in droves; GO's trains and buses are crowded during rush hours; the parking lots are full. And customer demand for new service never stops growing.

In the year 2000, GO Transit carried almost 41 million passengers, posting an annual ridership record for the fourth straight year and hitting the 40-million mark for the first time ever in one year. The forecast is for even higher numbers in 2001, with ridership expected to reach 43 or 44 million.

To meet such astounding growth, GO managed to make moderate improvements in service: a new express train here, a new bus trip there. Because of financial constraints, though, GO has not been able to provide what most passengers want — significantly expanded service in the rush hours.

Major transportation infrastructure improvements will be necessary to relieve the transportation gridlock of the Greater Toronto and Hamilton areas, and GO Transit is the most important component of the solution. Sustained funding for transit is therefore crucial, and GO will keep lobbying all levels of government to commit to investment in public transit for the Toronto area — the economic engine of the country.

This funding issue will remain GO's biggest challenge as it continues to provide efficient and affordable transportation to the commuting public.





## WHAT IS GO TRANSIT?

GO Transit is a transportation solution — GO moves people.

For more than three decades, it has been providing safe, reliable, comfortable, and convenient transportation to the many communities it serves.

GO Transit started out in 1967 as a single rail line along Lake Ontario. It has since become a comprehensive network of seven rail lines and numerous bus routes that augment the rail service and also serve communities which the trains cannot reach.

GO Trains and GO Buses link towns and cities across southern Ontario's Greater Toronto Area (GTA) and the adjacent City of Hamilton. The GTA consists of the City of Toronto and the surrounding Regions of Halton, Peel, York, and Durham. GO also provides limited service to the bordering communities of Simcoe, Dufferin, and Wellington Counties.

The GO system serves a population of five million in an area of more than 8,000 square kilometres (3,000 square miles). Its service area stretches from downtown Toronto to communities as far as 100 kilometres away (over 60 miles), reaching Hamilton and Guelph in the west; Orangeville, Barrie, and Beaverton to the north; and Oshawa and Newcastle in the east.

On a typical weekday at the end of 2000, GO operated 155 train trips and 1,225 bus trips carrying about 160,000 passengers — 130,000 on the trains\*, 30,000 by bus. If all those people drove instead of taking GO, there would have been at least 1.3 billion more kilometres of car trips clogging the roads and highways in the GTA and Hamilton during the year. By making room on the road system for people who need to drive, including those involved in the movement of goods, GO allows the best use of the area's transportation infrastructure.

GO Transit connects with every municipal transit service in the GTA and Hamilton, and has fare integration arrangements to give passengers a discounted or free ride on local transit to or from their GO Train station.

*\* Train service consists of trains and their related bus services — buses that meet the trains at terminus stations, and buses that connect Union Station with other train stations*



## WHO GOVERNS GO TRANSIT?

GO Transit is legislatively known as the Greater Toronto Transit Authority (GTTA), a municipal agency established in 1999 by the Province of Ontario. GO Transit receives its funding from the Greater Toronto Services Board (GTSB), which was also founded in 1999 and is made up of regional chairs, municipal mayors, and local councillors from all the municipalities in the GTSB's service area.

Board                      The GO Transit (or GTTA) Board consists of:

Chair                      *Eldred King*

Vice-Chair              *Roger Anderson*  
Chair, Regional Municipality of Durham

Members                *Bill Fisch*  
Chair, Regional Municipality of York  
*Hazel McCallion*  
Mayor, City of Mississauga  
*Representing the Regional Municipality of Peel*  
*David Miller*  
Councillor, Ward 13, Toronto  
*Representing the City of Toronto*  
*Joyce Savoline*  
Chair, Regional Municipality of Halton  
*Bob Wade*  
Mayor, City of Hamilton

Officers                      *Gary W. McNeil*  
Managing Director  
Chief Operating Officer  
*Jean M. Norman*  
Director, Corporate Services  
Secretary to the Board  
*Frances Chung*  
Director, Financial Services  
Treasurer to the Board





## WHO FUNDS GO TRANSIT?

GO Transit is municipally funded. Through the Greater Toronto Services Board, the Cities of Toronto and Hamilton and the Regions of Halton, Peel, York, and Durham share GO's capital expenses and the operating expenses that are not recovered through passenger fares and other revenue. GO Transit consistently recovers about 90% of its operating expenses from the farebox — one of the best financial performances for any transit system in the world.

The funding municipalities rely on their property tax base to fund GO, but the GTSB has confirmed that it cannot afford to expand the system without financial backing from senior levels of government. The GTSB and its member municipalities are actively pursuing support from the Federal and Ontario governments to invest in public transit, as these levels of government also benefit from a Greater Toronto and Hamilton area that is economically and environmentally healthy.



The GO Transit Board

Clockwise from top left: David Miller, Bill Fisch, Bob Wade, Joyce Savoline, Roger Anderson, Eldred King, Hazel McCallion



## WHO OPERATES GO'S SERVICES?

GO Transit is a prime example of a public-private partnership that works.

Much of its operation is outsourced to the private sector — services as diverse as train operation, train maintenance, station design, construction, and snow removal. By going to the marketplace, GO ensures that it gets the best competitive prices for quality work.

GO Trains are operated by Canadian National Railway and Canadian Pacific Railway personnel; most of the rail corridors and tracks are owned by the railways. Because GO Trains use railway-owned track that is shared with freight and intercity passenger trains, the movement of trains is ultimately not in GO Transit's control. However, the railways have a long-standing relationship with GO and a good understanding of the need to provide quality customer service.





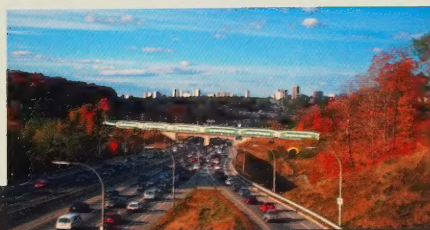
## WHY IS GO ESSENTIAL TO THE GREATER TORONTO AREA AND HAMILTON?

In one hour alone each weekday morning, GO moves as many people into downtown Toronto as eight congested expressways (or 24 lanes of one-way car traffic).

It is obvious that without GO, the number of people commuting by car would surge, traffic gridlock would worsen, air quality would decline. Less apparent is the vital supporting role GO Transit plays in the entire area's economy.

Downtown Toronto has grown dramatically in the past few decades. This growth, so evident in the city's skyline of office towers, came about largely because GO Transit has made it possible for so many people to commute to Toronto without driving. In fact, the number of cars coming downtown during the morning rush hour has not increased substantially since GO began more than three decades ago, even though jobs in the downtown core have doubled in number. GO's ridership has increased steadily from 2½ million passengers in the first year (1967) to nearly 41 million today.

The suburbs have grown substantially too and benefitted from GO service. GO Transit meets some of the transportation needs of new commercial and residential growth in suburban areas. Residents in the suburbs depend on GO to take a large number of long-distance car trips off the roads, freeing up space for people who have no viable alternative to driving. The average GO passenger trip is a lengthy 32 kilometres — which means that GO's passengers travel a combined total of 1.3 billion kilometres annually, comparable to the kilometres travelled each year by all of the passengers using the Toronto Transit Commission (TTC), the City of Toronto's local transit system.





## WHAT HAPPENED IN 2000?

### HIGHLIGHTS OF THE YEAR

January

- Service between Bramalea and Toronto increased with the addition of two train trips with connecting buses, one each in the morning and evening.

March

- The Greater Toronto Services Board approved GO Transit's 10-year Capital Plan to meet the municipally approved growth now occurring in the Greater Toronto and Hamilton areas. The plan would give GO the same passenger-carrying capacity as three new expressways. The GTSB agreed that it could finance one-third of each year's costs for this plan, subject to matching funds from the Federal and Ontario governments.

April

- Fares increased by 15¢ on a one-way, adult ticket. (The prices of GO's tickets, passes, and discounted fares are based on the adult single fare.)
- Weekend bus service increased between Union Station and stops on the Milton line, giving off-peak riders more travel choices.

### THE GO TRANSIT SYSTEM



#### A FAR-REACHING NETWORK OF BUSES AND TRAINS



GO Bus — green line  
GO Train — red line





- All-day Lakeshore train service began operating beyond Oakville to Burlington and beyond Pickering to Oshawa on weekdays, giving passengers more flexibility.
- A new Lakeshore West evening express train trip through to Hamilton started operation.
- Two new train trips with connecting buses, one in the morning and one in the evening, began between Markham and Toronto.
- A new evening train trip with connecting bus started between Toronto and Richmond Hill.
- Pedestrian access to Union Station improved in May and June with the opening of new stairs connecting four platforms with streets and walkways to the west. Besides helping passengers exit faster, the stairs ease congestion on the platforms and help even out passenger loads on the trains.
- GO placed an order for 16 bi-level rail coaches — its first purchase of new railcars since 1991. This will increase GO's fleet of passenger railcars from 319 to 335. (Four more were ordered in early 2001.) The new equipment will be delivered between December 2001 and July 2002.
- To help reduce summertime smog, GO voluntarily began using more expensive, but cleaner-burning, low-sulphur diesel fuel for its locomotives from mid-May to mid-September.
- GO Transit's first wheelchair-accessible bus service was introduced at the end of June, on the Hamilton-Toronto route along the Queen Elizabeth Way.

May

June





July

- A turning point was reached in July when the City of Toronto, in conjunction with GO Transit, bought Union Station from the railways. GO obtained ownership of Union Station's platforms; the 5.8-kilometre (3.6-mile) commuter rail corridor between Strachan Avenue in the west and the Don River in the east; and the CP Express building adjacent to the station (the building will be developed into a GO Bus terminal). GO also acquired a 99-year lease from the City for ticket sales locations inside the station building. GO's 10-year plan includes improvements to the platforms and tracks to let GO Trains handle twice as many passengers as they currently do — revitalizing the station and enabling GO to meet the growing demand for its service, demand that is driven by growth across the GTA and Hamilton.

August

- GO ordered 24 buses (20 in August and another four in October) to replace some of the aging vehicles in its bus fleet. They will be delivered in 2001.
- Train service was enhanced during the Canadian National Exhibition, Toronto's popular late-summer fair. For three weekends and on Labour Day, Lakeshore GO Trains operated beyond Oakville to Burlington and beyond Pickering to Oshawa, providing greater convenience to fair-goers and other passengers.





- GO introduced weekday express bus service along the 407 ETR (Express Toll Route), linking Oakville in the west with Unionville in the east. This new, east-west transit corridor serves growing markets in the suburbs, as well as the large population of students and staff at York University in northwest Toronto.

September

- Two weekday homebound express train trips were added: one on the Lakeshore East line, from Toronto to Rouge Hill and through to Oshawa, and the other on the Lakeshore West, from Toronto to Clarkson and Oakville.

October

- The new 407 bus schedule was improved with more trips and new, express service between Mississauga and York University.



- At the end of the month, the Yonge C and Bayview GO Bus services between Richmond Hill and north Toronto became the second bus corridor to be accessible to passengers using wheeled mobility aids.

- GO bought segments of two rail corridors, totalling about 80 kilometres (50 miles), from CN: the Uxbridge corridor, from Stouffville station to Scarborough station (where the Stouffville GO Train line joins the Lakeshore East line); and the north portion of the Newmarket corridor, from Bradford station to the northern boundary of Toronto. With the purchase of these assets, GO can enhance and preserve commuter rail service in these corridors and, as funds permit, will gradually upgrade them to improve train travel times and add new trips.

December

- The year closed with another milestone. For the first time ever in one year, ridership surpassed 40 million passengers. By the end of 2000, 40.9 million passengers had got on the GO — 6.5% more than in 1999, and an annual ridership record for the fourth year in a row.





## WHAT LIES AHEAD?

Managing today's congestion and tomorrow's growth will continue to be the top priority.

GO Transit does not have a transportation crisis; it has a funding crisis. It knows what needs to be done to improve commuter services — the problem is finding the funds to pay for these improvements.

Over the years, GO has already successfully managed, and reinvested in, its business. The recovery of operating costs through revenue has been improved to the point where it is now one of the best financial performances for any transit system. GO is one of the most cost-effective ways to meet the needs of commuters, better than expressways or privatized light rail transit systems.

In recent years GO has, with limited capital funding, made moderate increases in service, but these do not even meet the short-term needs of its commuters. The customer wants more trains and buses, more reliable service.

The system, however, is stretched to the limit, especially at Union Station, the heart of the network. Trains, buses, and parking lots are full; all equipment is being used; rail stations and bus terminals are crowded. Without a major infusion of sustained funding for new infrastructure, GO is limited in its ability to provide more services.

GO Transit must keep up with urban growth if it is to help relieve traffic congestion throughout the GTA and Hamilton, not just in downtown Toronto but in the surrounding areas as well. It will continue to maximize its resources, making improvements where they are justified by cost and by ridership — building new stations on existing rail lines; adding train service on existing corridors in off-peak periods; increasing bus service; and expanding parking lots at select stations (by a total of about 2,000 new spaces annually).



Being limited to short-term measures carries a price, though. By crowding its trains and buses to accommodate growth, GO will likely turn some potential customers away. An alternative would be to price fares at a level which would fully pay for service enhancements or provide capital dollars for infrastructure improvements. Such a fare increase would “manage” growth on the system by forcing some people to drive instead of taking GO, but that would be counter-productive in an urban environment.

Substantial and sustained funding from all levels of government is essential, or significant improvements simply will not occur quickly. Over the next 10 years, GO will need \$100 million a year in new capital funding just to keep pace with the residential and commercial growth already approved by municipalities in the Greater Toronto and Hamilton areas. The Greater Toronto Services Board has indicated that it can afford only about \$35 million of this annual requirement.

Along with the GTSB, GO will lobby all levels of government for long-term funding commitments to public transportation. GO Transit *is* an investment in the economic well-being of the Greater Toronto and Hamilton areas — the economic engine of Canada — and improving the services that GO provides will bring strong economic spinoffs for the public and private sectors.

GO Transit exists to move people. It will continue to do so — safely, reliably, comfortably, and conveniently.





## FINANCIAL PERFORMANCE IN 2000

### SOURCE OF FUNDS

Funding for GO Transit's operating and capital expenditures is obtained from four sources:

The largest part of the funding comes from users of the system, the passengers. In 2000, the farebox accounted for \$149.6 million of GO's total revenue of \$342.2 million.

Another \$11.1 million came from sundry revenue, such as the proceeds from facility rentals, trackage fees, sale of advertising space, and sale of assets.

Internal reserves provided another \$74.9 million, which was used for the purchase of the Union Station rail corridor and the CP Express building; the long-term lease of Union Station; and the purchase of the Uxbridge and north Newmarket rail corridors from CN.

The remaining \$106.6 million was contributed through the Greater Toronto Services Board by GO's funding municipalities — the Regions of Halton, Peel, York, and Durham, and the Cities of Toronto and Hamilton.

Commuter revenue	\$ 149,602,000
Sundry revenue	11,101,000
Contribution from reserves	74,948,000
Municipal contribution	106,579,000
Total	\$ 342,230,000



## APPLICATION OF FUNDS

Operating expenditures in 2000 totalled \$183.3 million. The major expenses were payments to CN and CP for access to their tracks and the provision of train crews; payments to Bombardier for maintaining GO's trains; purchase of fuel; maintenance of stations and facilities; maintenance of GO's bus fleet; and labour costs. With direct revenues of \$160.7 million, GO achieved an operating cost recovery of 87.7%\* for the year.

Capital expenditures for the year totalled \$147.3 million. The major expenses included the purchase of the Union Station rail corridor and CP Express building, and the long-term lease of Union Station; the purchase of the Uxbridge and north Newmarket rail corridors from CN; the initial progress payments for the purchase of new railcars; the replacement of buses; the refurbishment of trains and buses; and the rehabilitation of facilities.

\$11.6 million was put into reserve funds for future obligations.

Operating expenses	\$ 183,276,000
Capital expenditures	147,316,000
Contribution to reserves	11,638,000
Total	\$ 342,230,000

\* The percentage of operating costs recovered through revenues. Note that depreciation is excluded. For a valid comparison with other municipal transit systems, expenses that are specific to GO, such as fare integration costs and railway access fees, should be excluded from the calculation — using this assumption, the revenue-to-operating-cost ratio is 93.4%.

## FINANCIAL STATEMENTS

Audited financial statements are publicly available. Copies of the financial statements can be obtained from:

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20 Bay Street, Suite 600  
Toronto, Ontario  
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tel 416 869-3600 ext. 5233  
fax 416 869-3525  
email [publicrelations@gotransit.com](mailto:publicrelations@gotransit.com)





## INFO TO GO

DECEMBER 2000

## GO Train service

Lines	7
Stations	49
Route kilometres	361
Weekday train trips	155
Locomotives	45
Bi-level railcars	319
Fleet size (number of trainsets)	32

## GO Bus service

Terminals *	14
Route kilometres	1,783
Weekday bus trips	1,225
Buses	206

\* Plus numerous stops and ticket agencies



RIDERSHIP	2000	1999	% CHANGE
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## Train service \*\*

Lakeshore West line	11,971,000	11,313,500	+5.8
Milton line	4,486,500	4,143,000	+8.3
Georgetown line	2,830,000	2,680,500	+5.6
Bradford line	905,000	842,000	+7.5
Richmond Hill line	1,675,000	1,625,500	+3.0
Stouffville line	1,160,000	1,007,000	+15.2
Lakeshore East line	9,963,000	9,445,000	+5.5
<i>Train service total</i>	<i>32,990,500</i>	<i>31,056,500</i>	<i>+6.2</i>

## Bus service

<i>Greater Toronto Area and Hamilton network</i>	<i>7,915,395</i>	<i>7,350,260</i>	<i>+7.7</i>
GO system total	40,905,895	38,406,760	+6.5

\*\* Train service consists of trains and their related bus services — buses that meet the trains at terminus stations, and buses that connect Union Station with other train stations





